MISCELLANEOUS

Module 7

Miscellaneous Overview

- Lost and/or stolen cards
- Violations and remedies
- Departing Personnel
- CH account inactivity

Lost and/or Stolen Cards

- USBank is accessible 24 hours a day/7 days a week/worldwide
  - (888) 994-6722
- Notify USBank immediately of date of last authorized purchase and name of vendor
- No fault policy – Government not liable
- Replacement of a GPC by USBank within 24 hours/48 hours overseas

Lost and/or Stolen Cards (cont'd)

- CH notifies AO, and Police if applicable, immediately
- AO notifies AOPC within 5 days
- Any reported lost or stolen card that is subsequently found must be destroyed by cutting in half, given to the AO for destruction.

Violations and Remedies

- Violations (found through surveillance or other methods)
  - Splitting purchases
  - Purchasing Over $2,500 without proper authorization
  - Purchasing unauthorized items

Violations and Remedies (cont'd)

- Remedies
  - Notification letter is sent to CH's Commander
    - That a violation has been discovered or is occurring
    - Description of violation
  - Reduce single purchase limit to $1.00
  - Refresher Training before the CH's purchase levels are raised
  - Termination for Second Procedural Violation
    - No longer a CH/AO at this base ever again

Departing Personnel

- CHs
  - Notify AO as soon as you know (at least 60 days prior to leaving)
  - Destroy card and give to AO
  - Make all required approvals within C.A.R.E.; if gone, the AO is responsible
- AOs
  - Notify AOPC immediately to process new AO
  - Turn all GPC documentation over to new AO

Departing Personnel (cont'd)

- AO must forward a quarterly notice (e-mail acceptable) to AOPC reflecting the names of personnel PCSing, retiring or who are no longer authorized to make purchases
  - Must send notice regardless of changes in personnel

CH Account Inactivity

- C.A.R.E. userid is automatically purged after six months of non-use. Requires CH to self register for a new userid.
- Command overview. If the card is not used with any kind of regularity SAF/AQC will question the need.
- Quarterly usage required to maintain active userid and open credit card status

Miscellaneous Summary

- Lost and/or stolen cards
- Violations and remedies
- Departing Personnel
- CH account inactivity

Module Quiz

- What is the sequence of events that the cardholder and Approving Official engage in if a GPC is determined to be lost or stolen?
- Name a situation that would constitute a GPC violation.
- What action does a GPC cardholder take if they learn they are leaving the organization?

Module Quiz

- How long will USBank allow a C.A.R.E. userid to remain valid during a period of non-usage?